

Transforming
Lives

Consumer Directed Employer April Public Webinar

April 20, 2021



Washington State Department of Social and Health Services

What is the CDE?

The Consumer Directed Employer (CDE) project will transfer the employer support responsibilities of Individual Providers (IPs) from DSHS and AAA case management staff to a contracted vendor. The contracted vendor is Consumer Direct Washington (CDWA).

Why the change?

To simplify processes and increase efficiency while maintaining consumer direction with the goal of providing more time for case management staff to work with clients; also to reduce confusion and streamline the IP employer experience.

CDE Implementation

What stays the same

- Case Managers do the CARE assessment and develop care plans with the clients
- IP training requirements
- IP cumulative pay rates, career hours, and paid time off (PTO)
- Clients select, schedule & manage the work of IPs
- Clients can still receive service from an IP or through a Home Care Agency
- Clients and IPs can still use Carina

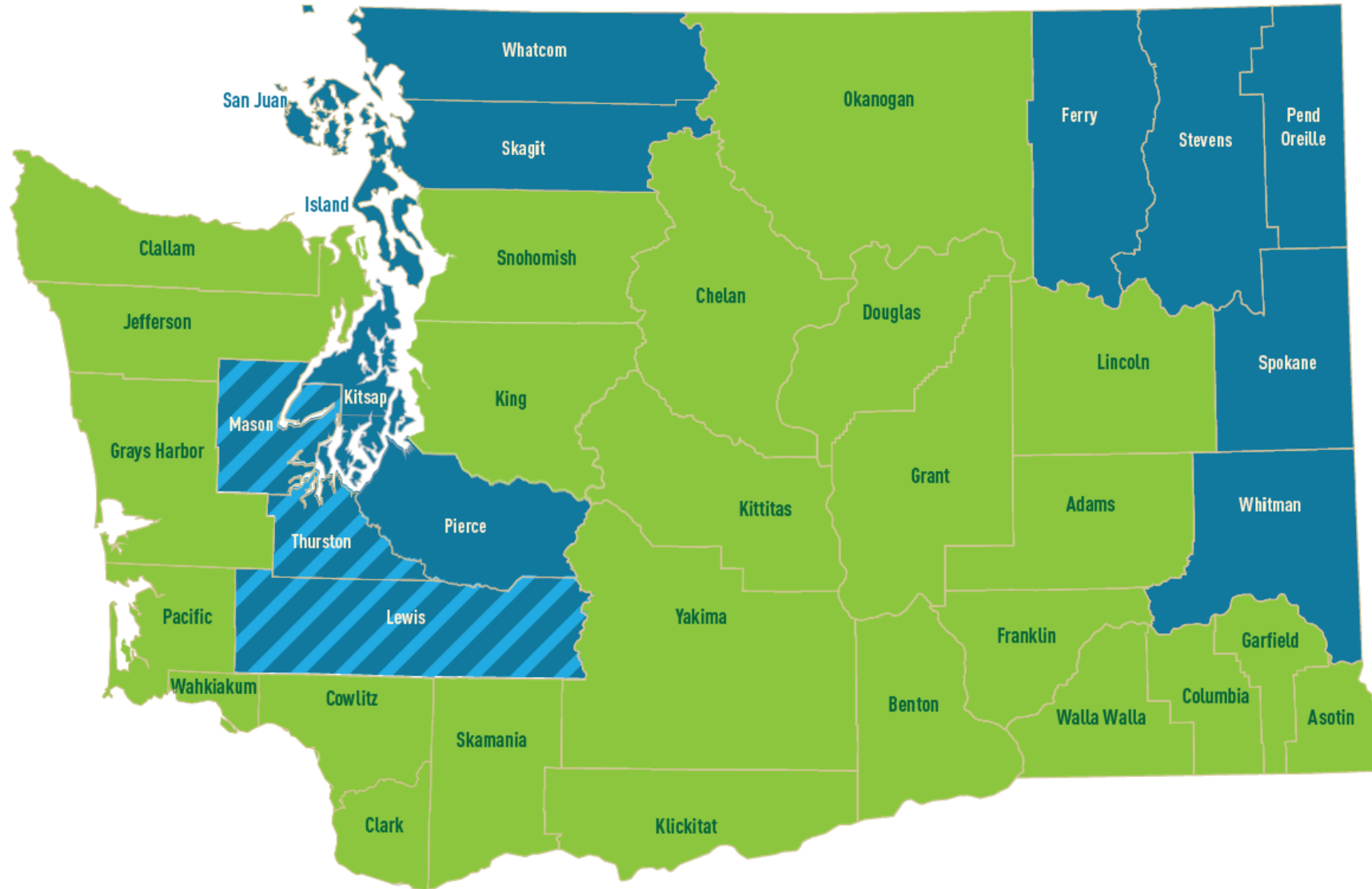
What will change

- The Consumer Directed Employer (CDE) will:
 - Be the legal employer of IPs
 - Manage IP payroll, background checks, and track IP training compliance
 - Perform the functions of the Home Care Referral Registry
- IPs will go thru a hiring process with CDWA and will no longer contract with DSHS
- Pay periods will change to every other week
- Electronic Visit Verification (EVV) through the CDE's EVV app
- Live-in exempt IPs will submit hours weekly in CDWA's Portal

CDE Rollout

	Approx. # IPs	Time Capture Start Date	Counties
Pilot	200	October 2021	Portions of Lewis, Mason, Thurston
Phase 1	15,800	February 2022	Ferry, Island, Kitsap, Lewis, Mason, Pend Oreille, Pierce, San Juan, Skagit, Spokane, Stevens, Thurston, Whatcom, Whitman
Phase 2	29,800	April 2022	Adams, Asotin, Benton, Chelan, Clallam, Clark, Columbia, Cowlitz, Douglas, Franklin, Garfield, Grant, Grays Harbor, Jefferson, King, Kittitas, Klickitat, Lincoln, Okanogan, Pacific, Skamania, Snohomish, Wahkiakum, Walla Walla, Yakima

Pilot and Hiring Phases



County where the Client lives determines phase for Client and their IP(s).

Pilot: Clients and ~200 associated IPs

Participating Counties

- Lewis
- Mason
- Thurston

Initial Communication: **July 1, 2021**

Time Capture: **October 1, 2021**

Phase 1: Clients and ~16,000 associated IPs

Participating Counties

- Ferry
- Island
- Kitsap
- Lewis
- Mason
- Pend Oreille
- Pierce
- San Juan
- Skagit
- Spokane
- Stevens
- Thurston
- Whatcom
- Whitman

Initial Communication: **November 1, 2021**

Time Capture: **February 1, 2022**

Phase 2: Clients and ~30,000 associated IPs

Participating Counties

- Adams
- Asotin
- Benton
- Chelan
- Clallam
- Clark
- Columbia
- Cowlitz
- Douglas
- Franklin
- Garfield
- Grant
- Grays Harbor
- Jefferson
- King
- Kittitas
- Klickitat
- Lincoln
- Okanogan
- Pacific
- Skamania
- Snohomish
- Wahkiakum
- Walla Walla
- Yakima

Initial Communication: **January 1, 2022**

Time Capture: **April 1, 2022**

CDE Q&A Document

- There is a condensed, easy to read version of the Questions & Answers document on the CDE Website. A full version is also available under “[Materials & Resources](#)”

Washington State Department of Social and Health Services

How may we help you?

September 17, 2020	09:00 to 04:00	Register here
October 20, 2020	10:30 to 11:30	Register here
November 19, 2020	3:00 to 4:00	Register here
December 15, 2020	10:30 to 11:30	Register here

On this page you can find information on the establishment of a Consumer Directed Employer in Washington state.

Starting in 2018, this multi-year process will establish a contract between the Department of Social and Health Services and Consumer Direct of Washington (CDWA) to become the Consumer Directed Employer. This entity will serve as the employer for Individual Providers of in-home personal care and respite in Washington state. When the Consumer Directed Employer contract goes into effect, CDWA will handle the credentialing, payroll and other employer responsibilities currently managed by the Aging and Long-Term Support Administration, Developmental Disabilities Administration and the Area Agencies on Aging. Consumers will continue to select, schedule, supervise, and dismiss their Individual Providers.

In November 2019, DSHS signed a contract with Consumer Direct of Washington (CDWA).

- [Questions & Answers - NEW](#)
- [Materials & Resources](#)
- [Government to Government Consultation](#)
- [Electronic Visit Verification](#)

<https://www.dshs.wa.gov/altsa/cde>

CDE Project Update

Solutions Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Formally baselined new project schedule• Finished CDWA testing and data conversion schedule reviews with system partners• Completed HCS and DDA program manager reviews of validation scenario business usability• Developed internal tracking tools for monitoring development and testing progress across interface partners and functional areas	<ul style="list-style-type: none">• Begin system testing in mid April• Deliver IP demographic and sample authorization files• Monitor progress of testing activities between CDWA, SEIU, and Benefits Group• Finish requirements gathering for remaining CARE changes• Review vendor demonstrations for the CDE public website and EVV applications

Readiness Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Completed final review of 138 Q&As from the 3 “Get to Know the CDE” informational sessions• Completed cultural sensitivity review for IP readiness assessment #2• Prepared for additional tribal engagement activities• Continued work on Pilot Planning w/location reps• Integrated stakeholder feedback on draft IP and Client letters	<ul style="list-style-type: none">• Support CDWA’s Getting Ready sessions• Translate Readiness Assessment #2 for IPs and schedule release in late April• Finalize Pilot Plan with pilot location reps• Begin planning for 2021 presentation opportunities (e.g. DDA Community Summit, SEIU Annual Conference, etc.)• Launch revamped Internet page• Post Q&As from the “Get to Know the CDE” presentations• File CR-102 for the WAC changes• Begin post-implementation support planning

CDWA Getting Ready for the CDE sessions

- 2 sessions already occurred - (April 5th and 14th , almost 700 attendees)
 - Recordings available at <https://www.consumerdirectwa.com/cde-webinar-recordings/>
- April 21st 9am – 9:30am **What Live-in Providers Need to Know,**
https://zoom.us/webinar/register/WN_hvGQLaPUS7yGwE8SY3QrQw
- April 27th 6pm – 6:30pm **Getting Ready for the CDE,**
https://zoom.us/webinar/register/WN_uv6ICUAfQh2mVyDsz0wHeg

IP Readiness Assessment



- Helps us understand what IPs know and how ready they feel for the change
- Will be released at the end of April
- Available in 4 languages – English, Russian, Spanish, and Vietnamese
- Will be communicated through Email (see last slide to sign up)

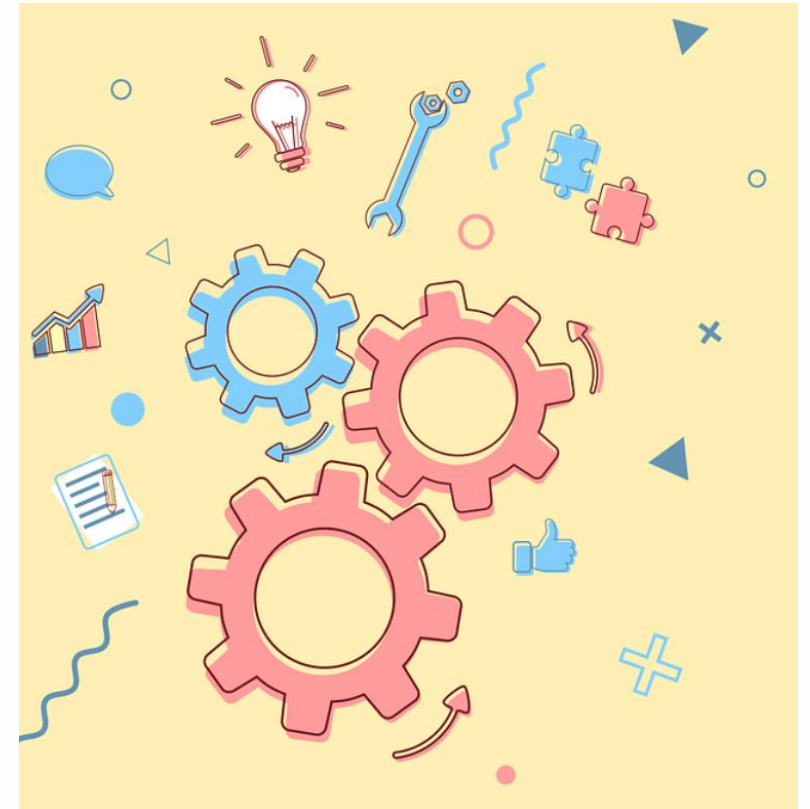
Question



If you have an idea on how to spread the word about the Russian, Spanish, and Vietnamese versions of the assessment, please put it in the Questions box

Pilot info

- Purpose: To test the entire CDE transition process for clients, IPs, and field staff
- About 200 clients and their IPs from Lewis, Mason, and Thurston counties
- Communication with pilot clients and IPs starts at the end of June 2021
- Time capture with CDWA starts October 1, 2021



Question

Is there a CDE topic that you would like more information about?

Please put the topic in the Questions box

Questions from the March Webinars

Q: What company has the CDE contracted with to provide the pre-paid debit card service for CDWA payroll?

A: CDWA uses the Wisely Pay Paycard as an alternative to direct deposit for payroll. More information on the Wisely Pay Paycard is available at <https://www.adp.com/what-we-offer/products/wisely-by-adp/wisely-pay.aspx>

Q: Depending on which CDE Rollout Phase the IP is part of, when should the IP expect to receive their new hire documents from CDWA?

A: IPs will receive communications including the hiring process from CDWA three months prior to each phase transition. The phase begins when IPs begin time capture (submitting their time) to CDWA.

Q: Under the CDE, what is the hiring process for new IPs who have never had a contract with DSHS and how long will the hiring process take?

A: People who want to become an IP will apply through the CDWA web portal and be subject to a background check. The IP will then complete employment documents and an online employment orientation with CDWA, as well as Orientation and Safety Training with the SEIU Benefits Group. Once the IP has completed the hiring documents and employment orientation, CDWA has 5 days to complete the hiring process.

Q: If IPs have more than one client, can they report more than 40 hours per week?

A: After changeover to the CDE, IPs will continue to have the same permanent and temporary work week limits that are in place now. Temporary work week limits will be evaluated and approved by CDWA after the IP is hired by CDWA.

Q: Will the CDE pay for IP required training?

A: Yes, the CDE will be authorizing payments to IPs for training.

Q: What is CDWA's timely resolution process if there are issues with their Electronic Visit Verification (EVV) app and Portal during and after the transition?

A: IPs or Clients who have issues with the EVV app or CDWA web portal should contact CDWA directly. Speed of issue resolution is dependent on the issue.

Q: How will CDWA avoid IPs going over their approved monthly hours when using a bi-weekly payroll system?

A: Ultimately this is up to the IP to control, as federal and state law require IPs to be paid for hours worked. CDWA's system will provide visibility to approved hours worked and remaining. If an IP continually works unapproved hours, they may be subject to potential corrective action from CDWA.

Questions

Next webinars:

5/20/21 @ 3:30pm

6/15/21 @ 10:30am

7/22/21 @ 3:30pm

Please send any suggestions you have to improve the webinars to:

CDE@dshs.wa.gov

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Email the Project:

CDE@dshs.wa.gov